| Position Title: | Deputy IT Director/Systems Network Administrator | Grade Level: | 3 |
|---|---|---|---|
| Department | Information Technology | FLSA Status | Exempt |
| Reports to: | Director of Information Technology | | |

**Supervision Required:** The employee performs work responsibilities under the broad and general supervision of the Director of Information Technology. Issues relating to Town-wide policy changes or budgetary limitations, or scheduling conflicts may be referred to Director for consultation.

**Supervisory Responsibility:** The employee is responsible for providing functional direction and training to departmental Network Administrators, technical staff and users. Occasionally, on an interim basis, function as the IT Director when the IT Director is not available.

**Accountability:** Errors and omissions in work could result in critical system failures, data loss, security breaches, missed deadlines, poor employee morale, and adverse public relations.

**Complexity** Management responsibility in the information system arena requires ingenuity and creativity to keep pace with an ever-changing marketplace. Oversight and maintenance of local area data and voice networks in remote work locations is an extremely technical endeavor, while at the same time requiring a high degree of interpersonal skills.

**Confidentiality:** Management responsibility in the information system arena requires ingenuity and creativity to keep pace with an ever-changing marketplace. Oversight and maintenance of local area data and voice networks in remote work locations is an extremely technical endeavor, while at the same time requiring a high degree of interpersonal skills.

**Work Environment:** The employee must perform work in a normal office environment, not subject to extremes in temperature, noise, odor, etc. Duties require occasional periods spent in uncomfortable physical positions relating to network wiring activities; installation of networking equipment, occasional lifting and carrying of computers and peripheral equipment, etc.; and travel to municipal locations within the Town.

**Nature and Purpose of Contacts:** Primary contacts are with the Director of Information Technology, Information technology staff, Town administration and department heads and

employees of general government and school departments for the purpose of determining communication and information needs, and developing appropriate solutions. Additional contacts include vendors and manufacturer's representatives for the purpose of exploring new or improved approaches to network administration and/or user applications.

**Occupational Risks:** Duties generally do not present occupational risk. However, if an employee fails to properly follow safety precautions and procedures, it could result in a minor injury.

**Essential Functions:**
*The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

- Establish and configure networks for organization-wide use; determine the organization's data management, security and information technology needs and decides how to set up the network and provide users and the organization as a whole with constant access to servers and data storage sites. Evaluate new and emerging technologies to improve IT functions and services.

- Lead teams of IT personnel, which can include system and network administrators and IT technicians and specialists; determines areas of the IT infrastructure that need particular attention or expertise, directs network administrators and technical staff to resolve user-side issues, and manages the overall workflow of the IT department.

- Maintains reliable system performance through active monitoring of error logs and user-reported network issues; conducts regular tests to ensure that the system meets expectations for speed, security, and reliability, work with technicians and administrators to conduct routine system audits, making recommendations to improve reliability and performance. Work with security vendor to improve network security and provide remediation when required.

- Deploys, configures and maintains networks, servers and switches; Performs routine Information Technology projects and maintenance; documents procedures; support, development, installation and maintenance of information technology (IT) systems, management oversight of network and infrastructure administration support. Make key hardware decisions, such as replacing or upgrading servers, maintains firmware on all

network data and voice switches and servers to improve network security, reliability, or speed.

- Develop and coordinate municipal network systems; plan and coordinate resources to meet present and future network and communication needs of the Town (including general government and school departments); confer with operational and management staff to determine the nature of their operations and recommend and implement appropriate solutions; and provide technical expertise to managers and staff.

- Responsible for daily operation of all computer equipment; including but not limited to deployment, troubleshooting, desktop and network security, desktop application support; assist in the coordination and development of requests for proposals for the purchase of computer hardware and software on a centralized basis; oversee and coordinate relationship between various hardware systems within the Town and ensure efficient and effective operation of networked application software.

- Responsible for daily operation and administration of all telecommunications hardware and software; assist in the coordination and development of requests for proposals for the purchase of telephone hardware and software on a centralized basis; oversee and coordinate relationship between various hardware systems within the Town, including Town Voice-Over-IP (VOIP) Phone system and all related equipment. Vendor liaison for maintaining and updating all telecommunications equipment. Troubleshooting communications issues and infrastructure issues.

- Provide technical assistance and resources for resolving data network and hardware and software problems or malfunctions on a Town-wide basis and evaluate network systems and make recommendations for continuous improvement.

- Responsible for all network data backup and recovery systems including offline hosted storage, hardware and software maintenance. Develop policy for retrieval systems to ensure integrity/availability of stored data. Interact with vendors to ensure software/hardware is up to date. Meet with vendors to discuss problems and improvements to be made to network data backup systems equipment and software. Coordinate disaster recovery implementation plan (including public safety) and provide training on the use of the network and various operating systems and application software programs.

- Physical Plant: responsible for installation, modification, upgrade, troubleshooting, analysis of data and telecommunications infrastructure improvement as requested by users and vendors.

- Meet with vendors and manufacturer's representatives to discuss problems and improvements to be made to network communication equipment and software.

- Perform after hours systems analysis, maintenance and troubleshooting and perform other related duties as required

- Use personal judgment and initiative to develop effective and constructive solutions to challenges and obstacles in data/voice activity and procedures.

-

## Recommended Minimum Qualifications:

**Education and Experience:** or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

- A Bachelor's degree in information technology; minimum of five years of experience in diverse areas of IT; or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the position. Certificates a plus.

- Incumbent must be able to demonstrate extensive knowledge of Windows, VMware and other operating systems, hosted solutions, network security solutions and be familiar with a wide variety of hardware and commercial application software programs.

- Experience must include direct network administration, project management, systems analysis, programming, database management, and training; and familiarity with a wide range of operating systems, hardware and software.

## Physical and Mental Requirements
*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.*

**Physical Skills:**

- There is little or no physical demand needed. The ability is required to lift up to 30 pounds.

**Motor Skills:**

- Duties may involve close hand-eye coordination and physical dexterity.

**Visual Skills:**

- Ability to read, see, and differentiate between colors.

*This job description does not constitute an employment agreement between the employer and the employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.*